

Robert Smith

Inside Sales Coordinator

PERSONAL STATEMENT

Highly motivated, well-organized Inside Sales Coordinator with 26 plus years of experience in the Automotive domain, capable of building strong customer relationships. Excellent communicator with extensive experience working with the public.

WORK EXPERIENCE

Inside Sales Coordinator

Keystone Automotive - 1997 - Present

Responsibilities:

- Inside sales coordinator responsible for managing the counter sales, verifying sales orders, tracking daily orders and reviewing product delivery status.
- Actively managing in excess of \$300k gross sales per month from business to business and inside sales.
- Supporting for 2 regions consisting of 350 customers and business to business of 300 orders per day.
- Responsible for business to business customer account set-ups, and on line customer training of system functionality.
- Regularly researching the special order parts and performing product searches to source parts from outside vendors.
- Creating the email group for broad distribution of monthly promotional specials and new product offerings.
- Managing over 4000 e-mails a month, and answering over 100 inbound calls a day, and making over 40 outbound calls per day.

Inside Sales Coordinator

ABC Corp - 1992 - 1997

Responsibilities:

- Maintained inventory records, stock orders, scheduled deliveries, and invoicing.
- Displayed flexibility while serving as primary point of contact in resolving customer queries.
- Crafted unique personal relationships with individuals to promote repeat business.
- Assisted the customers with technical product knowledge and step-by-step ordering and receiving updates.
- Maintained friendly and professional customer communication at all times.
- Set up new accounts, established customer credit and set up payment methods.
- Called prospective customers, explained the details of different products and services offered and convince them to purchase products.

CONTACT DETAILS

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SKILLS

Sales, Account
Management, Customer
Service, Forecasting,
Logistics

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

Education

Diploma - 1986 to 1990(Palisades High School - Kintnersville, PA)